



**PBI Elevating Civility and
Communication in Health Care**
IN JOINT PROVIDERSHIP WITH THE UNIVERSITY OF
CALIFORNIA, IRVINE SCHOOL OF MEDICINE
OFFICE OF CONTINUING MEDICAL EDUCATION



30 CME CREDIT HOURS*

APPROVED FOR *AMA PRA CATEGORY 1 CREDITS™*

CC-30 EXTENDED TO 42 CME CREDIT HOURS*
EXTENDED WEEKLY, RELAPSE PREVENTION POST-COURSE
TELECONFERENCES TO ELEVATE ACCOUNTABILITY AND MINIMIZE
POTENTIAL FOR VIOLATION.

Produced by
PBI Education, a trade name of Professional Boundaries, Inc.

Faculty for this course is selected by PBI and approved by the University of California, Irvine School of Medicine Office of Continuing Medical Education

Course Objectives

Upon completion, participants should be able to:

- Explain how incivility and inappropriate communication can adversely impact clinical care
- Employ heightened self-awareness and empathy to improve their professional interactions
- Demonstrate that civility and professional communication practices are instrumental in attaining greater meaning in their work, reducing frustration, and counteracting feelings of burnout
- Formulate and implement a tiered Protection Plan to maintain civility and professional communication in the workplace and to include relapse prevention strategies
- Detect the early warning signs indicative of potential communication and professionalism breakdowns in themselves and others
- Create systems to support ongoing and widespread civility and professional communication practices in their workplace

Course Schedule & Outline

THE COURSE BEGINS EACH DAY AT 8:00 AM AND CONCLUDES EACH DAY AT 5:00 PM. ALL OTHER TIMES MAY VARY.

This course is designed to be an interactive course with specific objectives to accomplish within the designated time frame. Participation in discussions is required throughout. In order to qualify for the CME credit hours, attendees must be present and participating for the full duration of the course. Lunch and break times may vary as needed. Please make arrangements accordingly.

PRE-COURSE ASSIGNMENTS

- 7.5 hours of pre-course reading and written assignments submitted prior to the course
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LIVE COURSE, Day 1:

8:00 AM - 8:30 AM

Introductions / Course Overview / Goals & Objectives

- Faculty disclosure statements / confidentiality

8:30 AM - 10:00 AM

The Importance of this Course

- Changing milieu - Changing expectations
- Why civility matters and its relationship to clinical outcomes
- Who defines civility?
- Expanding our concepts of professional boundaries
- Communication within the professional lines

10:00 AM - 10:15 AM

BREAK

10:15 AM - NOON

Introduction to the Four Laws of Civility

- Everyone has an Incivility Potential (IP): The PBI Incivility Formula©
- Perception is 9/10 of the law
- Protect yourself at all times - maintaining privileges, licensure, and trust
- Every conversation has TIMERS©

NOON - 1:00 PM LUNCH

1:00 PM - 3:00 PM

Class discussion of participants' retrospective reflections of individualized civility and communication issues identified through the pre-course assignments. Through the group discussions, participants are introduced to the concept of Bifurcated Ethics - how ethics, conduct, and communication shift from cold into hot states due to emotional shifts.

3:00 PM - 3:15 PM

BREAK

3:15 PM - 5:00 PM

Continuation of class discussions - applying the Incivility Formula to understand anger displays and other disruptions in the healthcare environment.

Introduction of TIMERS conceptual framework and guide to modifications in behavior.

LIVE COURSE, Day 2:**8:00 AM - 10:00 AM**

Techniques for Improving Professional Communication

- Dealing with stressful work situations
- Dealing with stress at home
- Dealing with difficult people
- Dealing with difference (e.g., cultural, gender-based, political, etc.)

10:00 AM - 10:15 AM

BREAK

10:15 AM - NOON

Expanding one's repertoire: applying IP Formula and TIMERS to communication and conduct with:

- Patients
- Coworkers
- Administrators
- Families / loved ones

Identifying triggers (catalysts) that can propel a high IP into a violation or a complaint. Recognizing specialty specific risk factors and personal vulnerabilities that can elevate the IP. Discussion of co-dependence and counter-dependence.

NOON - 1:00 PM LUNCH**1:00 PM - 3:00 PM**

Small group break-out exercises: applying TIMERS to case vignettes.

3:00 PM - 3:15 PM

BREAK

3:15 PM - 5:00 PM Applying TIMERS to participants' reasons for referral / attendance in the course. Reviewing Self-Assessment Tool for links to TIMERS elements

LIVE COURSE, Day 3:

8:00 AM - 10:00 AM

Utilizing the IP Formula, participants will develop their own stratified Personalized Protection Plans that will incorporate new coping mechanisms and communication skills for maintaining civility and professionalism in the workplace.

Enumerating tools and tasks to apply to participants' situations.

10:00 AM - 10:15 AM

BREAK

10:15 AM - NOON

Revisiting participants' situations, rewriting the scripts: practicing with new tools and techniques.

NOON - 1:00 PM LUNCH

1:00 PM - 3:00 PM

Revisions and modifications to stratified Personalized Protection Plans that will incorporate new coping mechanisms and communication skills for maintaining civility and professionalism in the workplace.

3:00 PM - 3:15 PM

BREAK

3:15 PM - 4:45 PM

Creating and Implementing Your Stratified Personalized Protection Plan

- Class Exercise in PBI Workbook: Translating the Incivility Formula™ and integrating course material into a Personalized Protection Plan
- Reducing your violation potential by increasing accountability, confronting resistances, and managing catalysts
- Finalizing a multi-tiered, strategic plan outlining realistic protocols to protect patients, the workplace, and the professional from future breakdowns in communication or conduct
- Final Examination: Oral presentation of your Personalized Protection Plan
- Feedback from classmates and faculty

4:45 PM - 5:00 PM

Conclusion

- - - EXTENDED EDITION - 12 ADDITIONAL CME CREDIT HOURS AVAILABLE - - -

Post Course Teleconference Discussion - 12 CME Hours

Maintenance & Accountability Seminars (MAS)

12 Weekly, 1-hour, tele-seminar discussions composed of other healthcare professionals who have graduated from PBI courses, and facilitated by PBI faculty. MAS provides support, guidance, and oversight during the post-course acclimation period, reinforces skills and insights learned in the live program, and elevates accountability for positive change.

Accreditation Statement

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education through the joint providership of the University of California, Irvine School of Medicine and Professional Boundaries, Inc. The University of California, Irvine School of Medicine is accredited by the ACCME to provide continuing medical education for physicians.

Designation Statement

The University of California, Irvine School of Medicine designates these live activities each for a maximum of 42 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with the extent of their participation in activity.

Disclosure Policy

It is the policy of the University of California, Irvine School of Medicine and the University of California CME Consortium to ensure balance, independence, objectivity and scientific rigor in all CME activities. Full disclosure of conflicts and conflict resolutions will be made prior to the activity in writing via handout materials, insert, or syllabus.

California Assembly Bill 1195

This activity is in compliance with California Assembly Bill 1195, which requires continuing medical education activities with patient care components to include curriculum in the subjects of cultural and linguistic competency. For specific information regarding Bill 1195 and definitions of cultural and linguistic competency, please visit the CME website at www.meded.uci.edu.